

PAN AFRICA CHRISTIAN UNIVERSITY

BBIT, BSCIT

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: BSIT 107/BIT 107

CAMPUS: ROYSAMBU

COURSE TITLE: SYSTEMS SUPPORT AND MAINTENANCE

EXAM DATE: FRIDAY, DATE (6TH DECEMBER 2024)

TIME: START HOUR – END 08:00-11:00 HRS

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other THREE questions in Section **B**.
- Write only your **student number** on the answer booklet provided.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A

(Answer ALL questions in this section)

QUESTION 1

- a) Janet was tasked with assembling a computer for a client. Explain **THREE** specific safety precautions she would take during the assembly and disassembly process to prevent damage to components and ensure her own safety. **(6 Marks)**
- a) David receives a call from a client who is frustrated with their computer's performance, stating that it has become significantly slower over the past few weeks. Describe **TWO** causes of the slow computer system. **(4 Marks)**

SECTION B

(Answer any THREE (3) questions in this section)

QUESTION 2

- a) Sarah received a call from a client who was unsure whether to choose an SSD or an HDD for their new computer. Explain **THREE** advantages of an SSD over an HDD. **(6 Marks)**
- b) Explain **TWO** situations where using a wireless printer would be beneficial in an organization. **(4 Marks)**

QUESTION 3

- a) One of your classmates reports that her computer won't boot and displays a series of beep codes. Explain two causes for this issue. **(4 Marks)**

- b) A client approaches you for advice on keeping their computer running smoothly and extending its lifespan. Discuss **THREE** types of computer maintenance that you would recommend **(6 Marks)**

QUESTION 4

- a) Tiffany's computer fails to boot into Windows properly. Discuss **THREE** reasons why Windows might not boot. **(6 Marks)**

- b) Distinguish between disk cleanup and disk defragmenter utilities in a computer system **(4 Marks)**

QUESTION 5

- a) A client is considering whether to purchase custom software or off-the-shelf software for their business needs. Explain three advantages of off-the-shelf software. **(6 Marks)**
- b) Joshua decided to upgrade the operating system of his computer, which he bought 2 years ago. Explain **TWO** reasons for this move. **(4 Marks)**

QUESTION 6

- a) Explain **TWO** reasons an organization would have in disposing its computers **(4 Marks)**
- b) Discuss the role of the operating system and explain **TWO** examples of different types of system software. **(6 Marks)**

EOF